

**From:** PCJorgensen  
**To:** Microsoft ATR  
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**Subject:** Microsoft Settlement

To the Department of Justice:

I am still trying to figure out how Microsoft has hurt consumers by possibly costing us a few extra dollars for software. I have a choice in buying software, I didn't have a choice when I got locked into AOL's infamous 5.0. Three years ago, after going through several months of abysmal service from AOL, I decided to change to MSN. I found out the hard way that AOL 5.0 was set up so that I could not change my ISP to MSN. I was locked into AOL without my consent and AOL refused to do anything about the problems, except to tell me to "just reload AOL and IE". After the fifth or sixth run-through with AOL "techs", I gave up and bought another computer to make the change to MSN. MSN was a huge upgrade in service for half the price of AOL through my local Costco. That is consumer injury, not allowing us to make our own choices. I have heard of quite a few others who had the same problem when a family member innocently downloaded a "free" AOL diskette or CD and was locked into AOL. How many of AOL's millions of users are in the same situation? Once it's loaded, you are locked into it without some expensive tech work to change the mistake. AOL is still advertising their version 5.0 on some internet sites. Whatever the DOJ believes Microsoft overcharged me was peanuts compared to what AOL cost me.

AOL was one of the original complainers in the MSFT suit, now they are whining again that MSFT has damaged them in the "browser wars". In 1996 when I began on AOL, Netscape was part of AOL, but if you had problems with Netscape, you were out of luck. MSFT gave away IE and had good consumer help with any problems. Consumers who got fed up with Netscape chose IE, and the rest is history. AOL is whining because they got stuck with a loser, but consumers have the right to choose the best product for them.

My husband and I scrimped and saved to buy Microsoft and other stocks over the last ten years as part of our retirement funds. We watched helplessly as our retirement funds dropped by the day as the Microsoft debacle went on, even crashing our employee IRAs. Washington Mutual Bank pulled a scam on our family that cost us over \$65,000, then hid behind lawyers, legal jargon and a tiny loophole in the law. I have spent two years battling them to correct the problem with no success. Consumer protection by the DOJ? What a joke.

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